

Why am I having problems viewing PDF files in my web browser?

The Adobe Acrobat Reader plugin is commonly used to view PDF files from within a web browser. The Adobe plugin does not always work correctly with Netscape Navigator or Netscape Communicator.

If you are using a Netscape web browser with the Adobe plugin, you will need to remove the plugin and configure your system to open the Adobe Acrobat Reader as an external application.

The following instructions guide you through this process:

Removing the Acrobat plugin from Netscape.

First, verify that the Acrobat plugin is loaded on the computer.

- Open Netscape browser
- Click Help on the menu.
- Choose About Plugins from the drop down menu.
- Look in the **Mime Type** boxes, if there is an application/pdf, then the plugin is installed.
- Close Netscape.

To remove the plugin:

- Open Windows Explorer.
- Locate the folder where Netscape is installed (the default is Program Files > Netscape > (either Communicator or Navigator) > Program > Plugins).
- With the folder open, check to make sure Windows Explorer is configured to view all files. Click on View>Options. On the View Tab, verify that Show All Files is selected.
- Locate and highlight the file **nppdf32.dll** and move it to a different folder or press the delete key. (Moving the file is recommended in case the plugin is needed for some other application.)
- Close Windows Explorer.

The next time the user starts Netscape browser and tries to view a pdf file, the Acrobat Reader should automatically launch.